

CENTRAL COMMUNICATIONS COMMAND



**METROPOLITAN
POLICE**

Working together for a safer London

CENTRAL COMMUNICATIONS COMMAND

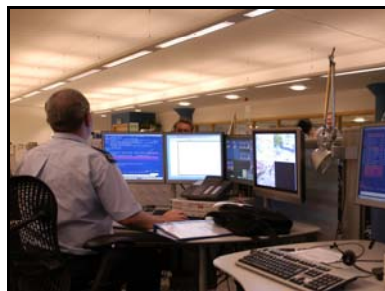
Central Communications Command



Central Communications Command will be the largest Operational Command Unit in the UK. Over 2000 people will work within three centres across London.

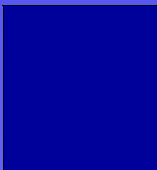


As part of Central Operations, Central Communications Command currently receives around 10 million emergency and non-emergency calls and email every year. Transition of Borough control rooms and Information Room into Central Communications Command is set to be completed by September 2007, by which time all emergency and non-emergency calls from the public will be handled by our colleagues.



Central Communications Command has three new principal centres across London. These centres, located at Bow, Hendon and Lambeth will eventually replace all Borough control rooms, Telephone Operating Centres as well as Information Room at New Scotland Yard, which previously handled all emergency calls.

The new centres provide a range of benefits with two custom-built centres and one other newly refurbished centre. Specialised operational floors equipped with the latest communications technology will help our colleagues to deliver the high quality service Londoners expect. The new set-up is highly resilient in the event of disruption to any of the centres. Central Communications Command will also contribute to building confidence and trust with local communities through the provision of improved service and community relations.



Meeting Growth in Demand

London is a major international city, and with that status comes a great demand for an efficient and effective police service for Londoners. The C3i (Command, Control, Communication and Information) programme, and the move towards the Central Communications Command model, is at the heart of the Met's modernisation.

By 2010, it is estimated that over 23 million call and emails will be received by the Met. Central Communications Command will be crucial in tying the different parts of the Met together and providing an efficient, consistent and robust communications service to the whole of London, which meets the demands and needs of our citizens.

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General Support



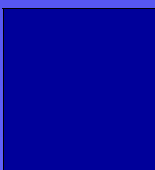
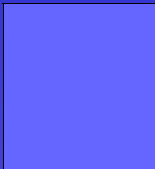
General Support is where emergency and non-emergency calls are received from members of the public, key stakeholders, such as other police constabularies and even international organisations such as Interpol.

The MPS takes an average of over 6,000 emergency (999) and over 15,000 non-emergency calls per day. During the months of June and July, which are often the busiest months of the year, up to 10,000 emergency calls can be received per day. General Support will be responsible for handling all emergency and non-emergency calls received by Central Communications Command, being the first point of contact with the Police for most members of the public within London.

The role of a General Support Operator

General Support Operators are highly skilled and highly trained people with the ability to deal with all kinds of emergency calls from members of the public. They are also experienced in handling non-emergency calls from the public and external stakeholders.

As Central Communications Command evolves, the skills of General Support Operators will enhance accordingly, to ensure that the MPS provides a high quality service to the public. Central Communications Command is resourced largely with Police Staff, which allows more Police Officers to be available to police the streets of London.



Improving Citizen Focus...

Central Communications Command uses Language Line, a telephone interpreting service assisting with callers who speak little or no English. In a typical month, Language Line will be involved with over 500 calls.



By providing this service to the public, we have saved lives and continue to build trust and increase the confidence of the multi-cultural communities that exist throughout London.

Inside the Technology...

Central Communications Command's General Support operates under a "virtual-one" principal whereby if a call cannot be answered at one of the centres it will be routed to another centre where the first available operator can answer that call.

This system also allows for a higher degree of resilience, because even if one of our centres is unable to operate, calls can be diverted and picked up by the other two centres.

Operational Monitor



Operational Monitor arranges the necessary police attendance to incidents reported to General Support by members of the public.

All incidents reported are classified by the General Support Operator in terms of the level of response needed. Details of incidents are passed to Operational Monitor, where operators will look to assign appropriate police resources dependent on the nature of each incident.

Operational Monitor is configured into Borough "pods" which are aligned to London's Boroughs and provide required support for police response to incidents within each Borough. Operators on each Borough pod are briefed on issues and crime hot-spots relating to that Borough and have knowledge of the Borough for which they are responsible.



Inside the technology...

In 1996, MetRadio – an interim radio solution – was introduced to replace the existing Storno system which had passed its design lifespan. It was soon realised that this system was not able to cope with the rapid growth in the police family. Following a study commissioned by the Home Office, it was decided that a complete overhaul of police communications was needed. Airwave was selected as a government sponsored service to provide all police forces and other emergency services in England and Wales with digital radio communications by the end of 2007.



Supporting Role

In addition to assigning appropriate police resources to incidents, Operational Monitor performs a range of other support functions in order to assist our front line colleagues.

Support roles include:

- Co-ordinating other emergency response units such as the London Ambulance Service, Air Support Unit, Marine Support Unit alongside Pan-London operations
- Calling a victim/ victim's family/next of kin to gain vital intelligence needed by the officer at the scene
- Carrying out Police National Computer (PNC) enquiries for officers such as vehicle and name enquiries.

Airwave, once fully introduced will offer a number of benefits, without losing any of the functionality of the old-type radios. These benefits include:

- Secure Communications – by using digital encryption
- Better Reception
- Greater flexibility – officers are able to communicate with more talkgroups
- Improved voice quality – background noise filters reduce unwanted noise
- Improved visibility of Police Units through Global Positioning System (GPS) technology



CENTRAL COMMUNICATIONS COMMAND

Central Casualty Bureau



The Central Casualty Bureau is supported by volunteers from across the MPS. Volunteers consist of Police Officers and Police Staff, and they can be called upon 24 hours a day, 7 days a week. The Central Casualty Bureau is based at Hendon.

The role of Central Casualty Bureau

After any major incident or global disaster many people want to make enquiries about someone they believe might be involved. The Central Casualty Bureau can be opened for major domestic or foreign incidents involving British subjects.

Gathering Information & Intelligence

Central Casualty Bureau provides a central point of contact to collect and collate information, records and data relating to major incidents within the UK and across the world.

Specific roles include Call Takers, who are a first point of contact, Supervisors, who support and supervise staff, Facilities Managers, who maintain and deal with the on-site facilities, Incident Managers, who manage incidents and make operational decisions and Collators who collect information about casualties/survivors, which is then passed to the relevant departments.

Modern Facilities

Central Casualty Bureau has up-to-date technology, which is essential to the smooth running of any major operation. Improved technology means that Central Casualty Bureau can be opened in conjunction with other casualty bureaux from police constabularies across the UK. With integrated communications technology our Central Casualty Bureau acts as a central bureau when demand is too high for local constabularies to deal with.

Case Study: July 7 2005 London Bombings

The Central Casualty Bureau was mobilised within 30 minutes of the first reports of explosions, based on the large numbers of 999 calls being received.

On July 7, over 100,000 calls were made, with a further 21,000 calls made over the following 19 days. During a peak hour – 3pm to 4pm – 43,000 calls were made to the Central Casualty Bureau.

However, not all of these calls were necessary, with many requesting information requesting information about public transport and alternative routes home.



Did you know...

The Central Casualty Bureau was initially set up in 1940 to help families during the Blitz. The Commissioner at the time decided there was a need for a central index of people killed or injured by the bombings which could be accessed by family or friends.

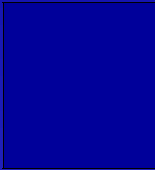
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Special Operations Room



The **Special Operations Room** is the central location for the co-ordination of the policing and other emergency responses and services for major events occurring throughout London. Such events include:

- Marches & Demonstrations
- Ceremonial Occasions
- Major Sporting Events
- Major Incidents



Every year the Special Operations Room aids the policing of around 500 events.

Modernising the Special Operations Room



The Special Operations Room has been in existence for a number of years at New Scotland Yard. The introduction of the new Central Communications Command facilities has incorporated the Special Operations Room within its modern working environment. There are now two new purpose built facilities, one at Lambeth and the other at Hendon.



The key benefits offered by the new Special Operations Rooms are; **increased capacity** – up to 4 times more than the previous set-up; **improved resilience** – with a secondary fallback facility available for immediate operation; **improved decision making** – more information available through improved technology.



The new Special Operations Room facilities also provide staff with vastly improved working stations giving them more comfort as well as enhanced technologies. There are purpose built briefing rooms and facilities for command teams overseeing operations adjacent to the Special Operations Room, and the Special Operations Room itself is highly flexible in its configuration, which greatly aids the running of covert operations within the room.



Case Study

Notting Hill Carnival

The Notting Hill Carnival is the largest arts festival in Europe. It has attracted up to 1.5 million visitors and requires a large-scale and fully co-ordinated policing operation to ensure that the event runs smoothly.



The Special Operations Room plays a vital role during the carnival policing operations. Operators constantly monitor CCTV feeds of the carnival routes and surrounding areas, quickly identifying problem areas or potential flashpoints.

They also co-ordinate police responses and deploy appropriate resources to the required areas in the most efficient and effective way possible.

Did you know?

The Special Operations Room receives live feeds and images from around 10,000 CCTV cameras located across the Capital. The increased information and intelligence available means that more informed decisions can be made when deploying police resources.



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Telephone Operating Centres



There are three Telephone Operating Centres across London. The Telephone Operating Centres act, essentially, as a telephone filtration service for non-emergency calls.

The current role of Telephone Operating Centres

Typically, a member of the public ringing the number for a local police station will be connected to a Telephone Operating Centre. The operator will then ask a series of questions to ascertain the nature of the call. Depending on the answers, the Telephone Operating Centre operator will then search for the appropriate person/department to be contacted and transfer the call to them. The operators also direct callers to other non-police services, such as locksmiths, local councils and other government based or local authority services.

Suspect Package & Bomb Alerts

An emergency may arise if a someone rings to warn police about a potential bomb threat or suspect package or device. In this instance, Telephone Operating Centres are trained to take the exact location of the device, and the number of the person making the call. The information received is essential for the emergency services. This type of call is then immediately transferred to an emergency operator where a specialist team of call takers are ready to take over and send the relevant emergency services to assess the situation and diffuse any threat.

Did You know?

- Between June 2005 – June 2006 the Telephone Operating Centres received in excess of seven million calls
- Over 120 police staff work across the three Telephone Operating Centres
- The Telephone Operating Centres are open 24 hours a day, seven days a week serving the needs of Londoners

The future role of Telephone Operating Centres...

The Telephone Operating Centre's function is an invaluable one, as it makes resources available, ensures that emergency telephone lines do not become overloaded and also helps members of the public to contact the appropriate people within the MPS.

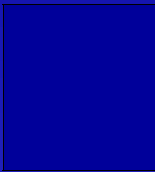
However, as Central Communications Command expands, the role that Telephone Operating Centre currently perform will be taken on by operators within General Support. Operators within the Telephone Operating Centres will be trained to become General Support Operators. This will enable our service to become more efficient and enable us to deliver an improved service to the public.

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Support Services



Central Communications Command is the largest Operational Command Unit in the United Kingdom. To be effective, it needs a whole host of support services with highly skilled support staff. Below are some of the principal support services that exist within Central Communications Command. In addition there are a number of other roles that also contribute to providing Londoners with a first-class emergency police response service.



Finance & Resources (F&R)

This department manages the annual budget. It also provides the essential resources that are vital for the smooth running of day to day business and operations. Everything from ordering stationary and uniforms to hiring vehicles, monitoring payments to police staff to maintaining security lists is dealt with by F&R.



Communications & Marketing

This function deals with all communications and marketing requirements of Central Communications Command providing a consistent and effective communications strategy across all three centres. A wide range of media and promotional techniques are utilised.



Duties

Duties are responsible for ensuring sufficient operational staff levels are maintained. Staffing resources can be *shared* between all of our centres. Annual leave and overtime for all operational staff is booked through Duties. They plan staffing for special events or any unforeseen major incident. The Duties team also help to supervise the transition of all boroughs into the new centres.



Secretariat

This department provides full administrative support to the Leadership Team of the Operational Command Unit. Activities range from organising meetings to providing full-time administrative and clerical support.

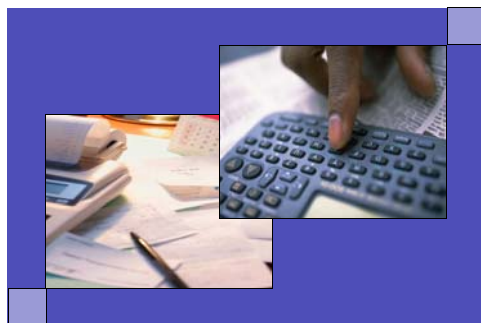


Human Resources (HR)

Each centre has its own dedicated HR unit. Each unit performs various activities including monitoring attendance levels, responding to employee queries and monitoring any changes in employment law legislation to advise senior managers and/or staff when necessary.

Performance & Support

Due to the nature of our operations, we require detailed reliable and up-to-the-minute performance data, to ensure that, amongst other targets, national call handling standards are met. Performance & Support provide such data, as well as formalising business processes across Central Communications Command.



In addition to these functions, there are a number of other support services within Central Communications Command. There is a dedicated Intelligence Unit, who co-ordinate briefings given to staff. Our Alarms Office monitors registered alarms across London. We also provide Command Support Vehicles, such as mobile police stations and we have a dedicated training unit, which organises and co-ordinates the training given to our different staff.